



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**McLeodUSA Telecommunications Services, L.L.C.**  
**PAETEC Business Services**  
**for quarter ending June 30, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$53.05	\$65.97	\$41.29	\$160.31
B. Number of credits issued for repairs - 24 - 48 hours	18	12	21	51
C. Number of credits issued for repairs - 48 - 72 hours	6	3	3	12
D. Number of credits issued for repairs - 72 - 96 hours	1	1	0	2
E. Number of credits issued for repairs - 96 - 120 hours	0	0	1	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$780.25	\$543.50	\$323.75	\$1,648.00
B. Number of installations after 5 business days	15	20	16	51
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	2	2	1	5
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$100.00	\$400.00	\$650.00	\$1,150.00
B. Number of customers receiving credits	2	8	13	23
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	11	24	19	54

**Comments**